

CALLER INTERFACE SYSTEMS AND METHODS

ABSTRACT

Caller interface systems and methods are described. In one aspect, a sequence of
5 recognized characters beginning with a first recognized character and ending with a last
recognized character is received. Successive characters are selected one at a time from
the recognized character sequence in order beginning with the first recognized character.
For each selected character, a current potential match set of potential character string
matches is constructed by: appending characters selected from a set of misrecognized
10 characters including the selected character to each potential character string match in a
prior potential match set constructed for a preceding selected character, if any; and
deleting from the current potential match set potential character string matches missing
from a list of reference character strings. A reference data item corresponding to the
potential character string match in a current potential match set containing one a single
15 potential character string match is transmitted for presentation to a caller after non-
matching potential character string matches have been deleted.